

Developmental Disabilities Administration Waiting List Initiative FY 12

Services of Short Duration

LISS Provider Meeting
December 15, 2011

LISS Request To Date

LISS Provider	Total LISS REQUESTS	Average per Month	Total # of People LISS Coordination	% of Request to Coordination
ARC OF PRINCE GEORGES CO INC	809	161.8	430	53%
EPILEPSY ASSOC OF EASTERN SHORE	522	104.4	18	3%
HUMANIM	872	174.4	341	39%
MARYLAND COMMUNITY CONNECTION	643	128.6	420	65%
PENN MAR ORGANIZATION INC.	869	173.8	294	34%
PENN MAR ORGANIZATION INC.	283	56.6	35	12%
Total	3998	799.6	1538	38%

Note: Data reflects request from July 1, 2011 to December 6, 2011

LISS Remaining Funds

LISS Provider	Remaining LISS Funding	LISS Funding Limit	Estimated Minimum People to Be Served
ARC OF PRINCE GEORGES CO INC	\$141,965.17	3000	47
EPILEPSY ASSOC OF EASTERN SHORE	\$35,840.90	3000	12
HUMANIM	\$64,588.47	3000	22
MARYLAND COMMUNITY CONNECTION	\$133,325.04	3000	44
PENN MAR ORGANIZATION INC.	\$159,146.62	3000	53
PENN MAR ORGANIZATION INC.	\$338,695.06	3000	113
Total	\$873,561.26		291

Notes: Data as of December 2, 2011

Estimated minimum people to be served does not take into consideration cost associated with LISS Coordination fees.

Estimated Time Frame to Allocate All LISS Funds

- Varied among LISS providers
- Range - November – February
- Rumor that camp request for forthcoming

Services of Short Duration



Waiting List Initiative Funding

The difference between annualized and actual expenses for people in crisis resolution in the first year of operation creates the opportunity for DDA to use funding to meet important needs with services of short duration utilizing state only funds.

DDA proposes to fund service of short duration for a all people in the crisis prevention category for this current fiscal year.

Services of Short Duration

Guiding Principles

Given that people on the DDA Waiting List in the Crisis Prevention category are at risk of crisis within one year, provide funding during FY 12 for services and/or supports to address and prevent the crisis from occurring.

Services of Short Duration

Guiding Principles

Services and supports shall be individualized, simple, meaningful, and address the immediate crisis need or its causes (triggers).

Funding can pay for supports, items, or services as a one-time payment, or over a designated period of time, that addresses the immediate crisis and its causes (triggers) and will eliminate or delay the risk of the person moving into crisis if taken care of.



Proposed Approach

1. Provide *funding for services and supports that address the immediate crisis trigger(s)*
 - *One time only* (e.g. payment of outstanding utility or medical bills, etc.) *or*
 - *Services of short duration* (i.e. respite services, behavioral support services, etc.)
2. If needed, provide funding for *intervention services to support the person or family to prevent future crisis or the reoccurrence of the crisis*

Information for People and Families

- Send **letters** informing people of the ability to access funding for services and assistance available.
- Develop “**frequently asked questions**” document and post on DDA website.
- Provide **user friendly guide** for people and families to understand intent of services, supports available, and resources available (i.e. DDA licensed providers, local services, funding, etc.).

Support for People and Families

➤ Provide assistance for people and families via DDA to identify service and support needs, service providers, and assist with request submission. Assistance with this can be obtained from:

- ✓ Resource Coordination providers
- ✓ Low Intensity Support Services providers
- ✓ Family and Individual Support Services providers

Service Examples

Services of short duration should be individualized, simple, meaningful, and address the immediate crisis need or trigger(s).

Examples include:

Individual and family counseling	Personal care	Day care
Specialized equipment	Health Services	Respite care
Housing adaptations	Transportation	Barrier Removal
Therapeutic Services	Community integration services	
Medical equipment	Employment related services	
Other services to mediate, provide advice, and/or support the person or family to prevent future crisis or the crisis reoccurrence		

Funding Guidelines



- Provide up to \$10,000 per person to address the immediate crisis trigger(s) and intervention services.
- Provide funding for services to both DDA and non-DDA licensed service providers.
- Commitment and payment of funding until June 30, 2011. Services funded may carry over into next fiscal year.
- Utilize an exception protocol to meet unique needs or circumstances.

Waiting List Initiative - Services of Short Duration Implementation Manual



Services of Short Duration Implementation Manual Draft

- Purpose
- Background
- Services of Short Duration Implementation Plan
 - ❖ Guiding Principles
 - ❖ Proposed Approach
 - ❖ Implementation Stages
- People in Crisis
- Prioritizing People for Services of Short Duration Funding

Services of Short Duration Implementation Manual Draft

- Assessment of Available Funds
- Services of Short Duration Funding Guidelines
 - ❖ Funding Cap
 - ❖ Funding Exception Process
- Providers of Services of Short Duration
- Information and Assistance for People and Families
- Support and Assistance for People and Families

Services of Short Duration Implementation Manual Draft

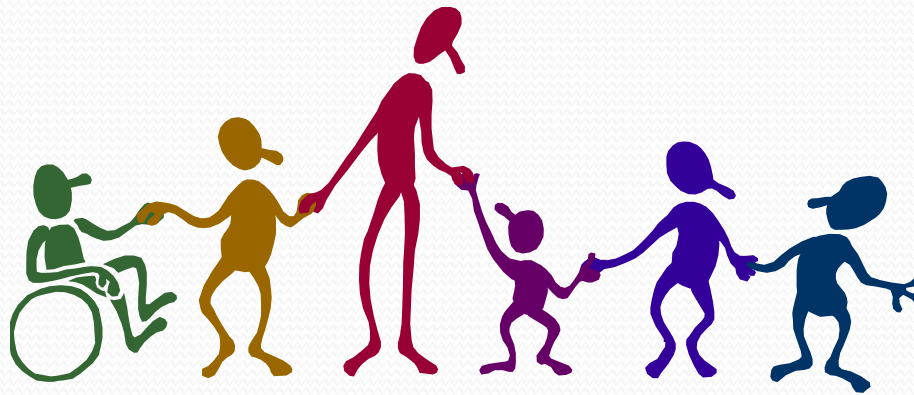
- Services and Supports
- Services of Short Duration Request Form
- Services of Short Duration Request Process
- Administration of Service Funding
- Measures to Track Progress

Services of Short Duration Implementation Manual Draft

Attachments

- ❖ Crisis Criteria Reminder Letter
- ❖ Services of Short Duration Funding Allocation Letter
- ❖ Services of Short Duration User Guide
- ❖ Services of Short Duration Frequently Asked Questions
- ❖ Services of Short Duration Request Form
- ❖ DDA Regional Offices, Licensed Providers, and Other Resources

Initial Targeted Group Demographic Data



Target Group

- Everyone in crisis prevention
 - Both eligibility (DD and SO)
- Any one determined crisis prevention this fiscal year.

Target Group- By Region

Region	# of People in CP Priority as of 11/30/11	Estimated New CP Determinations	Estimated Total Per Region
Central	386	70	456
Southern	400	70	470
Eastern	177	70	247
Western	216	70	286
	1179	280	1459

Notes: Estimate new CP determination per month = 40

Assumption 10 per region x 7 months = 70 people per region

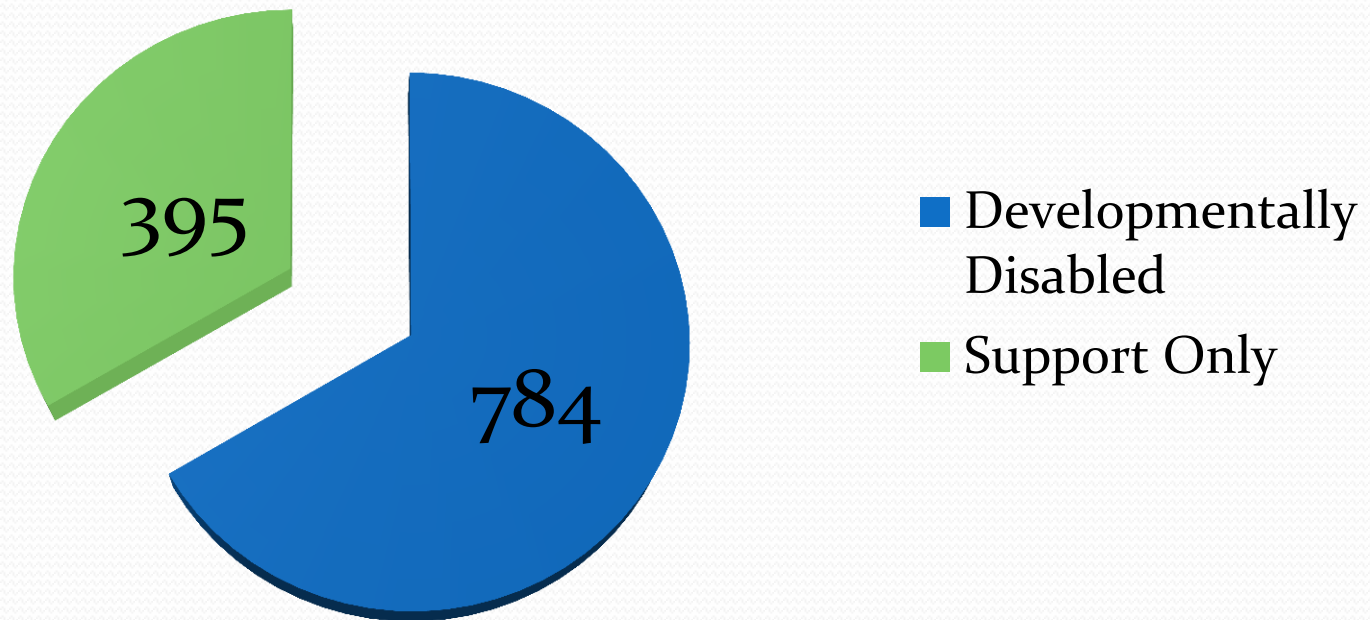
Target Group By Provider

Region	Estimated Total Per Region	# of LISS Providers Per Region	Estimated # of People per LISS Provider
Central	456 (31%)	2	228
Southern	470 (32%)	2	235
Eastern	247 (17%)	1	247
Western	286 (20%)	1	286
Total	1459	6	

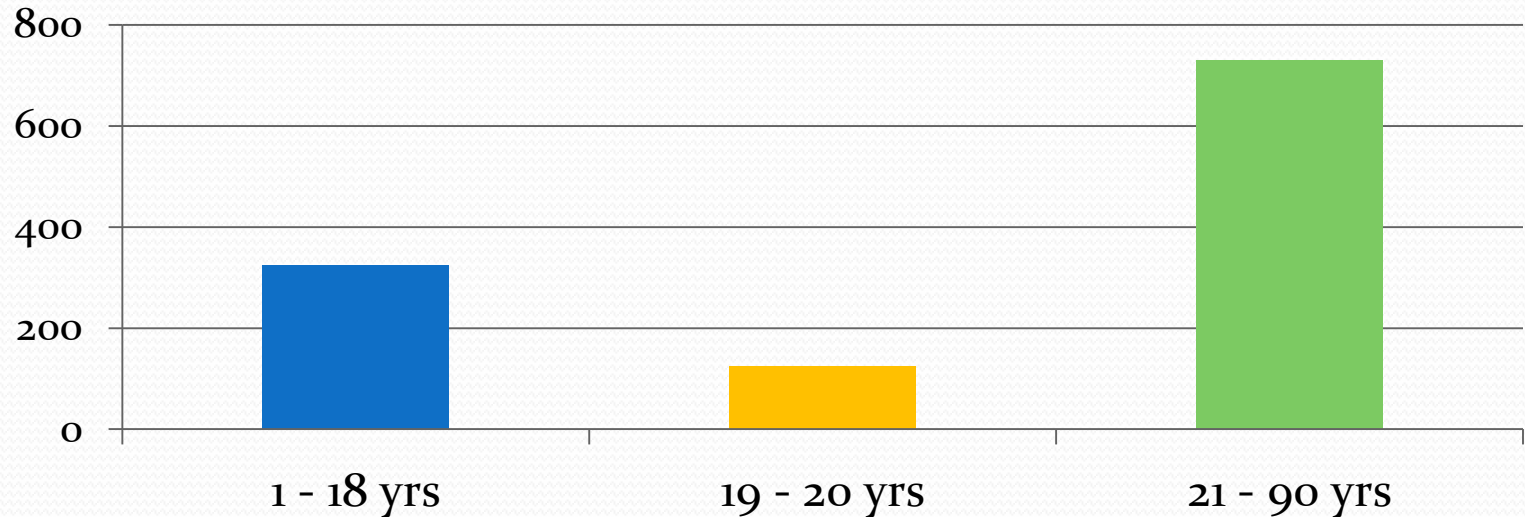
Note: Estimate new CP determination per month = 40

Assumption 10 per region x 7 months = 70 people per region

Eligibility for Current CP

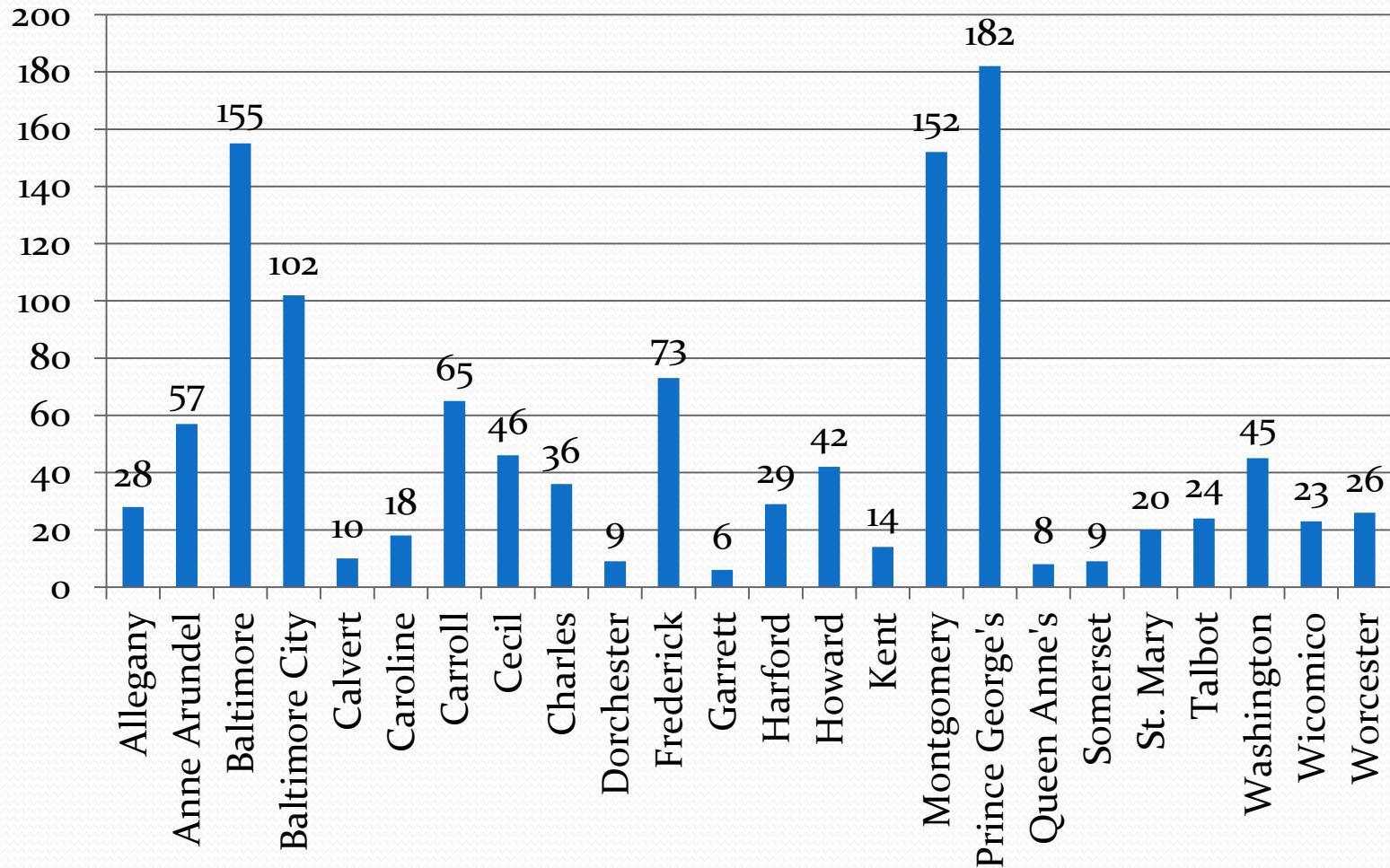


Target Group By Age Range



Region	1 - 18 yrs	19 - 20 yrs	21 - 90 yrs
Central	70	40	276
Southern	156	35	209
Eastern Shore	29	30	118
Western	69	20	127
Total	324	125	730

Target Group By County



SSD Fees

LISS Provider	SSD Coordination Fee & Procurement	Procurement Only
ARC OF PRINCE GEORGES CO INC	\$115.00	\$50.00
EPILEPSY ASSOC OF EASTERN SHORE		
HUMANIM		
MARYLAND COMMUNITY CONNECTION		
PENN MAR ORGANIZATION INC.		
PENN MAR ORGANIZATION INC.		
Note: SSD Coordination (\$65) plus procurement of item/services (\$50) = \$115		

People in Crisis

- People and families, whose situation appears to have elevated to an active crisis, shall be immediately be referred to the DD Regional Office for assistance. People assessed to meet the crisis resolution priority category will be provided assistance to access funding for on-going community services.
- A person or family can request a review of their priority category at any time. The DDA will assess each request for change in priority status and notify the person of the determination and their appeal rights as per regulations.

Prioritization

- All people in CP will be mailed a letter today along with User Guide.
- Process request as received.
- If situation near crisis, prioritize and process immediately to protect health and safety.
- Advise Terri of delays, challenges, and concerns

Services of Short Duration Funding Guidelines

- Up to \$10,000 per person to address the immediate crisis trigger(s) and intervention services during this current fiscal year (July 1, 2011 – June 30, 2012) only.
- Funding commitment and payment of funding must be made by June 30, 2011. Services funded may carry over into next fiscal year.

Services of Short Duration Funding Guidelines

- All people on the crisis prevention list, regardless if they are from the same family or reside in the same home, have the right to access up to the full funding
- If more than one family member is on the crisis prevention list, then up to 10,000 per person collectively is available to address the immediate crisis and its causes (triggers).

Funding Exception Process

Exceptions:

1. Funding request above \$10,000
2. Any one item whose cost exceeds \$10,000 (even if the cost is covered by more than one person such multiple individuals from the same family)

All exception request will be reviewed and may be approved by the DDA Headquarters.

SSD and LISS Request

- People targeted for the services of short duration funding that receive funding in the amount of \$10,000 and then subsequently submit a request for LISS funding during this fiscal year will be referred to services of short duration for an exception consideration.

Providers of Services of Short Duration

- Both DDA license Family and Individual Support Services providers and non-DDA licensed service providers.
- People should be advised that the DDA licensed providers are listed on the DDA website at www.ddamaryland.org and included in the attachments.

Services and Supports

- Individual & Family Counseling
- Personal Care
- Day Care
- Specialized Equipment
- Health Services
- Respite Care
- Housing Adaptations
- Transportation
- Therapeutic Services
- Medical Equipment Purchase, Rental and Repair
- Crisis Intervention & Follow-up
- Attendant Care
- Barrier Removal
- Community Integration Services
- Employment Related Services
- Intervention Services - Other services to mediate, provide advice, and/or support the person or family to prevent future crisis or crisis reoccurrence

Examples

- *one-time payments include:* payment of outstanding utility or medical bills; purchase of specialized/adaptive equipment; assistive technology not covered by insurance or other source; a housing or vehicle adaptation; etc.
- *services or supports provided in steps over a designated period of time include:* respite services, behavioral support services, engagement of home health or other in-home assistance; dental services and follow up that will alleviate potential safety/health issues; intervention services to support the person or family to prevent future crisis or the reoccurrence of the crisis (i.e. counseling, budgeting or money management classes/training), etc.

Intervention Services

- If any of the above or other identified services are clearly symptoms of larger in-home or family issue then it will be important to seek intervention services to prevent possible reoccurrence of the crisis trigger.
- Intervention services are intended to help when the funding of one time only services/supports (i.e. payment of outstanding utility or medical bills, specialized equipment, etc) or service needs are symptomatic of larger challenges. The challenge or situation will likely arise again unless there is help to resolve the systemic problem(s).

Intervention Services

- Intervention services can help people and families find ways of creating strategies and/or alternative supports that can eliminate or minimize the potential for future crisis. The service(s) can vary from person to person and may be of a short duration, or may be very intense and time consuming upfront, that diminishes over time.

Intervention Services- Examples

- Assistance identifying underlying challenge,
- Assistance navigating varied systems that may be stumbling blocks,
- Assistance intervening in financial issues where various communication and coordination may be needed,
- Assistance with coordinating or negotiating various appointments or meetings,
- Assistance strategizing for the bigger picture solutions, problem solving, advocacy with education or other areas,
- Assistance triaging for multiple resources to assist and/or intervene,
- Assistance visiting generic resources and providers;
- Assistance finding supports in mental health, medical or other resources that may require help in applying, billing, or providing a service.

Different levels or options of intervention services

- Recommended based on a service provider's assessment of the underlying challenges and issues such as:
 - *Short-term intervention services* - Over the short term, it appears that the intervention service could help with a clear systemic problem and would take about 10 hours total.
 - *Moderate level of intervention services* - While the issues might be clear, there are several items that will take the family/person and staff time to sort through, problem solve, address, and would likely take up to 30 staff hours to do so.
 - *Extensive intervention services* - The situation might require a significant amount of time for the staff to “listen and learn”, help to frame the overall issues, help to establish and carry out an intervention plan, and come to resolution on one or more issues that may require up to 60 hours of staff time.

Examples:

- Debbie's family contacts DDA and among the issues they identify are unpaid medical bills that weren't covered by Debbie's insurance. A payment needs to be made now to keep the debt from being turned over to a credit agency. A combination of funding and intervention services are needed to pay the current bill and then to assist the family to contact the creditor to arrange a payment plan. The intervention services should also help them look at other debt they may have and refer them to debt counseling if appropriate. This relieves the immediate problem and also addresses the underlying issue. A projection of up to 10 hours of staff time may be needed to get this challenge resolved.

Examples:

- Joe's family is at their wit's end. All of a sudden he had become very aggressive and they are afraid for Joe's sister, who is the target of his aggression. Respite could be provided immediately and then arrangement for a behavioral assessment followed by the development of a behavior plan, provision of training to the family and follow up on the implementation of the plan. Again this would help resolve the immediate issue and the long term concerns. A projection of 60 hours might be reasonable given the amount of stress and the multiple complex issues that they need help with.

Outstanding Debt

- Funding request for outstanding debt, that the only benefit/result is to decrease the financial impact for the bill collector/vendor and does not stop the foreclosure, utility shut-off, or other aversive action being taken, shall be reviewed by the DDA and may be denied.
- Intervention services and strategies to address outstanding debt and personal credit shall be explored and offered. Consideration as to whether the financial support could provide some time to develop a long-term solution (e.g. strategies to pay the debt, time to find a job, more time to relocate, or time to figure out another solution) shall be considered.

Respite Services

- Respite services funded under this initiative shall be based on the unique needs of the person and family and will not be limited to days per year or frequency of consecutive days.

SSD Request Form

- The DDA will utilize a simple request form for people and families to use to describe their service/support needed to address their immediate crisis and its causes (triggers). (See Attachment E)
- Provider(s) of service(s) can be noted on the form or “to be identified” with assistance from the person’s resource coordinator, LISS provider, or Family and Individual Support Service Provider.

Request Process

People and families shall be provided the following guidance related to the request process:

- 1. Identify the service(s) and supports that will address the immediate crisis and its causes (triggers).*
- 2. Complete the Services of Short Duration Request form (see attachment and also available on the DDA website).*

Example:

Services: 1- Payment of outstanding medical bills.

2- Intervention Service: Counseling and assistance related to debt and payment options.

Request Process

3. *Submit the Services of Short Duration Request form to a DDA LISS provider from the attached list.*
4. *The LISS provider will review the request form and provide assistance as needed to identify services, supports, or intervention services. They will process payment for services or supports as appropriate.*

LISS Provider Requirements

- Review request
- Provide SSD coordination (review current situation, recommend services) when:
 - 1-The person request assistance
 - 2-You feel the request may not address the immediate crisis and its causes (triggers)
- Document SSD coordination on the form and in SSD Module
- Advise person/family of all DDA licensed FISS providers and refer to DDA website and user guide

LISS Provider Requirements

- Enter the request into the DDA SSD Module
- Indicate if SSD Coordination was provided
- Document on the services of short duration form your coordination action and topics.

SSD Coordination for Subsequent Request

- If a subsequent request is submitted for services not already addressed during the first request as documented on the request form, then the services of short duration coordination fee can be applied.
- If the subsequent request is related to the same topic or coordination activity as the first request, then the services of short duration coordination fee shall not be claimed.
- Maintain the request form, service invoices, estimates, receipts, and payment documents.

Measures to Track Progress

Number of people who:

- Have been targeted;
 - Have submitted a request;
 - General service categories funded; and
 - Monthly expenditures.
-
- DDA will send out follow up survey

Reports

- Due April 15th, July 15th, and Oct 1st (Final Report)
- List of people received funding
- Attach copy of request with documented SSD coordination noted if applicable
- Attach copy of service invoices, estimates, receipts, and payment documents.

Services of Short Duration Policy Questions

1-Should there be a time limit to access services of short duration funding?

No - People must request services of short duration by June 30, 2012.

Services of Short Duration

Policy Questions

- 2- Should we create an intervention services referrals process to designate funds? (Maximize \$ vs. Potential Unused \$)
- There will be no referral process.
 - The amount and cost for intervention services that can help address needs will be discussed between the person/family and the provider of intervention services

Services of Short Duration

Policy Questions

3-If person already accessed LISS – should they be eligible for full service of short duration amount (\$10K) or just the difference?

Yes – people who may have already received LISS funding are eligible for the full amount of services of short duration

Services of Short Duration

Policy Questions

4-Should we establish a standard administrative fee for providing services?

Yes – up to 17% of the cost services of short duration can be associated with administrative fees. FSS and ISS providers will be required to submit an invoice outlining cost break down which may be audited by DDA.

Question

- How to insure the work of LISS providers, FISS providers and Resource Coordination is not being duplicative?

SSD PCIS Module

Services of Short Duration

Next Steps

- Contract Modifications with LISS Providers
- LISS Provider Training
- LISS Issued Funding
- Information to FSS and ISS Providers
- Information Posted to Website
- Information to People and Families
- Implementation December 15
- Waiting List Advisory Committee Meeting 1/23

Questions